

# CDC Grant – Strengthening Public Health Infrastructure for Improved Health Outcomes

## **Centers for Excellence Charter 2011**

### **Vision**

Washington State has a sustainable, effective public health performance management system that supports improved public health outcomes.

### **Purpose**

Improve public health performance through the collaborative efforts of three Performance Management Centers for Excellence.

Centers for Excellence will help local health jurisdictions (LHJs) prepare for anticipated requirements of health care reform by promoting best practices and effective strategies for performance management that improve public health performance and develop sustainable infrastructure for performance management activities in all LHJs and tribal agencies in Washington.

### **Project Objectives**

- Promote best practices and effective strategies for performance management that improve public health performance.
- Develop sustainable infrastructure for performance management activities in LHJs and tribal agencies.

### **Scope**

During the first grant year, the grant participants will improve the public health system in Washington by enhancing the performance management workforce and systems development of individual health departments and designated Centers for Excellence. This will be done through assessment of LHJ needs and targeted training events open to Center staff as well as interested LHJs. Centers will also begin sharing expertise in an advisory capacity, supporting and informing the performance management efforts of the LHJs in their regions.

During subsequent grant years, the Centers will expand that regional support role, assisting local LHJs in developing their own expertise in performance management. Centers may also offer specialized performance management support and expertise to LHJs beyond their own regions which may be topic driven.

### **Calendar**

Tentative 2011 dates and locations for training events:

January 20 in Spokane; February 14 via iLinc; March 4 in Kent; April 13 via iLinc; April 27 in Spokane; May 11 via iLinc; May 25 in Kent; June 8 via iLinc; June 20 in Spokane; July 13 via iLinc; July 27, iLinc; August 24 in Kent; September 7 via iLinc; September 21, iLinc

## **Approach**

We will create three Public Health Performance Management Centers for Excellence; located within DOH, Tacoma-Pierce County Health Department, and Spokane County Health District.

## **Process**

In addition to taking part in training events listed above, the Centers will identify themselves to their regional LHJs and tribal health agencies as a contact Center for Performance Management activities. Technical services will be done through the development of memoranda of understanding regarding the services they could provide. A sample of services would include assistance in: preparing for National Public Health Accreditation; developing Community Health Improvement Plans (CHIP); preparing for the Washington State Standards review; developing processes to monitor and assess agency performance against both internally and externally established indicators of performance excellence; developing and maintaining Quality Improvement Councils; using the Exemplary Practices Compendium to demonstrate performance on public health standards; and fostering opportunities to network and collaborate, especially with new partners working in the key areas.

To assist the Centers and help build capacity in the first year, a consultant will develop and present performance management toolkits and quality improvement training curriculum and materials for the three Centers. These tools will help build agency infrastructure for performance management. In subsequent years, the contractor will assist in keeping up to date with the changing environment of quality improvement and performance management resources and tools.

## **Tasks**

See attached action plan

## **Measurements**

Evaluations of LHJs and Centers will be carried out before the grant activities begin and again at the end of the grant year, to measure changes in performance management skill and capacity gained through training and other activities.

Other measurements will track the specific activities of the grant:

- Three Centers for Excellence are selected.
- A contractor is selected and develops toolkits, curriculum and materials to build capacity within the three Centers.
- Staff from the three Centers receive training on the methodology of quality improvement approaches to public health.
- The Centers reach out to other LHJs, offer services, and develop memoranda of understanding regarding those services

## Team Membership

### WA State Dept. of Health Center for Excellence

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Director of Performance and Accountability

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### Spokane Regional Health District Center for Excellence

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Administrator

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Disease Prevention and Response Director

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Project Lead, Community Health Assessment Program Manager

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### Tacoma/Pierce County Health Dept. Center for Excellence

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Community Assessment Manager

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**Susan Pfeifer**

Assessment Program Coordinator

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## Project Consultants

**Luann D'Ambrosio**, M.Ed., Assistant Director  
Northwest Center for Public Health Practice  
University of Washington  
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**Marni Mason**  
MarMason Consulting  
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## Boundaries

The following LHJs and tribal agencies are associated with each Center:

WA State Dept. of Health Center for Excellence

LHJs:

- Benton-Franklin
- Clark
- Cowlitz
- Grays Harbor
- Klickitat
- Lewis
- Mason
- Pacific
- Skamania
- Thurston
- Wahkiakum
- Yakima

Regional tribal agencies

- Cowlitz
- Chehalis Confederated, Quinault
- Skokomish, Squaxin Island
- Shoalwater Bay
- Nisqually
- Yakima/Klickitat

Spokane Regional Health District Center for Excellence

LHJs:

- Adams
- Asotin
- Chelan-Douglas
- Columbia
- Garfield
- Grant
- Kittitas
- Lincoln
- Northeast Tri-County
- Okanogan
- Walla Walla
- Whitman

### Regional tribal agencies

- Kalispel Tribe
- Spokane Tribe
- Confederated Tribes of the Colville Reservation

### Tacoma/Pierce County Health Dept. Center for Excellence LHJs:

- Clallam
- Island
- Jefferson
- Kitsap
- San Juan
- Seattle/King
- Skagit
- Snohomish
- Whatcom

### Regional tribal agencies

- Jamestown S'Klallam, Lower Elwha, Makah, Quileute
- Hoh
- Port Gable S'Klallam, Suquamish
- Puyallup
- Muckleshoot, Snoqualmie
- Swinomish, Upper Skagit
- Samish Indian Nation, Stillaguamish, Tulalip
- Lummi Nation, Nooksack, Sauk-Suiattle

## Support

The Department of Health, Office of Performance and Accountability staff will provide grant administration support:

- Take minutes.
- Maintain files.
- Distribute agendas, reports, minutes, etc...
- Schedule meeting rooms and notify team members.

## Roles and Responsibilities

### Executive Sponsor, Susan Ramsey

- Attend kick-off meeting and training events
- Support project leaders and consultants
- Assist in managing obstacles in order to achieve team goals
- Communicate regularly with project lead and consultants
- Also act as team member

**Project Leads, Megan Davis, Grant Coordinator, WA State Dept. of Health; Stacy Wenzl, Center Coordinator; Cindan Gizzi, Center Coordinator**

- Communicate regularly with sponsor.
- Make sponsor aware of issues and problems.
- Communicate regularly with Centers for Excellence
- Work with Centers for Excellence to prepare for meetings and events.
- Work with project consultants to prepare for meetings and events.
- Attend all meetings and training events.
- Assist consultants and team members with grant administration.
- Also act as a team member.

**Project Consultants**

Marni Mason, MarMason Consulting

- Communicate regularly with sponsor and project lead
- Work with Centers to plan grant training activities
- Deliver training as agreed
- Collect and create resources and materials for Public Health Performance Management Web site

Luann D'Ambrosio, Northwest Center for Public Health Practice

- Communicate regularly with sponsor and project lead
- Carry out evaluation activities before grant activities begin and near the end of the grant year
- Create reports of evaluation results and assist team members in using the reports to focus the efforts of the Centers and achieve the goals of this project

**Team Members – Centers for Excellence Staff**

- Communicate regularly with project lead.
- Make project lead aware of issues and problems.
- Communicate regularly with other Centers for Excellence.
- Work with other Centers for Excellence to prepare for meetings and events.
- Work with other Centers and Consultant to identify resources and materials for Public Health Performance Management Web site
- Attend all meetings and training events.
- Establish contracts with LHJs in their regions to provide technical assistance
- Encourage LHJs and tribal agencies in each Center's region to take part in grant activities and establish support agreements to build performance management capacity
- Submit all required documents for grant administration.

## Charter Acceptance

Susan Ramsey, Dept of Health  
Director, Performance and Accountability- Executive Sponsor \_\_\_\_\_

Megan Davis, Dept of Health  
Performance Management Consultant - Project Lead \_\_\_\_\_

Diana Ehri, Dept of Health  
Performance Management Consultant - Member \_\_\_\_\_

Jennifer Bush, Dept of Health  
Administrative Assistant - DOH Staff Support \_\_\_\_\_

Marni Mason, Principal  
MarMason Consulting - Project Consultant \_\_\_\_\_

Luann D'ambrosio, Assistant Director  
UW NW Center for Public Health Policy- Project Consultant \_\_\_\_\_

Torney Smith, Administrator  
Spokane Regional Health District - Member \_\_\_\_\_

Lyndia Tye, Disease Prevention & Response Director  
Spokane Regional Health District - Member \_\_\_\_\_

Stacy Wenzl, Project Lead  
Spokane Regional Health District - Member \_\_\_\_\_

Liz Wallace  
Spokane Regional Health District - Member \_\_\_\_\_

Cindan Gizzi, Community Assessment Manager  
Tacoma/Pierce County Health Dept - Member \_\_\_\_\_

Scott Davis, QI Coordinator  
Tacoma/Pierce County Health Dept - Member \_\_\_\_\_

John Britt, Prevention Coordinator  
Tacoma/Pierce County Health Dept - Member \_\_\_\_\_

Susan Pfeifer, Assessment Program Coordinator  
Tacoma/Pierce County Health Dept - Member \_\_\_\_\_